



July 7, 2008

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**ADDENDUM NUMBER FOUR
REQUEST FOR PROPOSALS #OC2008-001
MANAGED CARE INFORMATION SYSTEM AND
OPERATIONS AND MAINTENANCE SERVICES**

Dear Prospective Proposer:

This Addendum Number Four to the Request for Proposals (RFP) #OC2008-001, for a Managed Care Information System and Operations and Maintenance Services issued by the Department of Health Services on May 27, 2008 provides as follows:

The following are the responses to concerns received in a letter dated June 30, 2008, regarding the Service Levels (SL) in Appendix C (Operations and Maintenance Services) of the RFP. Please refer to the body of the RFP for undefined capitalized terms and, if not defined therein, to Appendices A (Sample Agreement), B (Statement of Work) and/or C (Operations and Maintenance Services).

1. **Concern:** No caps on penalties for not meeting SL's; incident specific penalties; penalties for resolution timeframes.

Response: It is County's expectation that the awarded vendor will work diligently and expeditiously to resolve any Deficiencies in accordance with the timeframes set forth in Section 5.1 (Priority Levels) of Appendix C (Operations and Maintenance Services). The Credit Units, Deficiencies, and Priority Levels specified in Appendix C represent County's Performance Requirement Standards (PRS) for the System Software and associated Services. In the event that the System Software or Services fall below County specified performance standards, Credit Units shall be assessed in accordance with Section 10.0 (Service Level Agreement) of Appendix C and are due to County as specified in Section 8.3 (Credits to County) in Appendix A (Sample Agreement).

2. **Concern:** It is the customer's responsibility to correct and minimize the recurrence of problems for which the customer is responsible and that prevents [*name omitted*] from meeting the Service Levels.

Response: Please refer to Section 33 (Notice of Delays) of Appendix A (Sample Agreement) for Contractor's obligation of prompt notification to County upon Contractor's determination of County's alleged failure, delay or inadequacy of performance.

3. **Concern:** We request that the SL's be modified to be more flexible while still stringent enough to protect the interests of LA County DHS.

Response: Please refer to County's Response to Question 32 of Attachment I (Proposer Questions – Submitted as of June 9, 2008) of Addendum Number One to the RFP.

4. **Concern:** At a minimum, we would like assurance that bidding alternative SL's based on the guidelines in the above paragraph will officially be considered a compliant bid.

Response: Please refer to County's Response to Question 32 of Attachment I (Proposer Questions – Submitted as of June 9, 2008) of Addendum Number One to the RFP. County will not automatically disqualify a Proposer if the Proposer includes a description of other operations and maintenance service levels offered by the Proposer in the manner described in County's Response to Question 32 of Attachment I of Addendum Number One to the RFP. However, the Proposer's response to how the Proposer will meet County's SL's, and any descriptions of other operations and maintenance service levels the Proposer includes, will be evaluated as described in Section 3.0 of the RFP.

[END OF BODY OF ADDENDUM NO. 4]